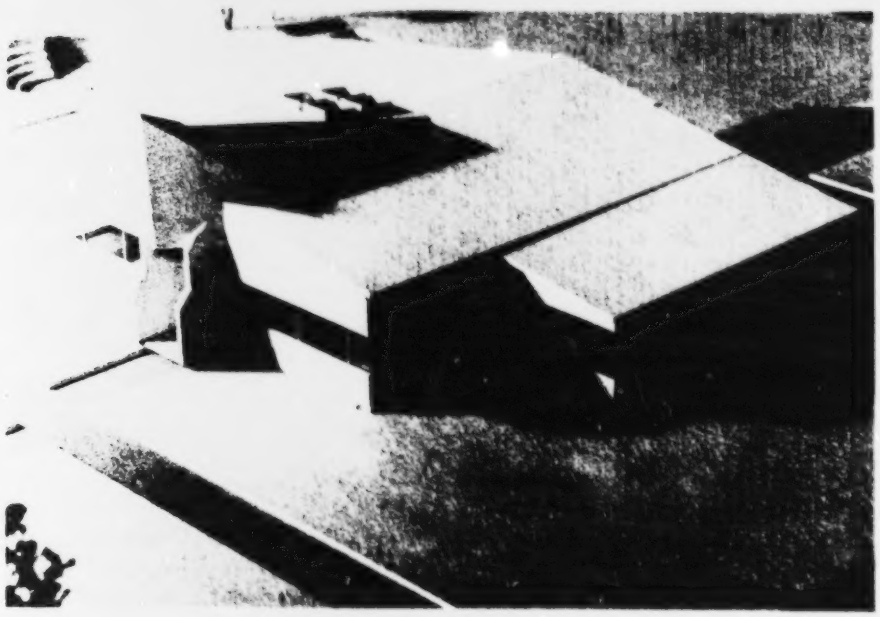
ANNUAL REPORT



NEWFOUNDLAND PUBLIC LIBRARIES BOARD

1985–86

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Cover Photo Winning entry in the Library Design Competition
submitted by William Maccallum Architects Limited St John's

THE 50TH ANNUAL REPORT OF THE NEWFOUNDLAND PUBLIC LIBRARIES BOARD FOR THE YEAR ENDED MARCH 31, 1986

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NEWFOUNDLAND PUBLIC LIBRARIES BOARD

LIBRARY ADMINISTRATION OFFICES
ARTS & CULTURE CENTRE
ST. JOHN'S, NEWFOUNDLAND
A1B 3A3

September 30, 1986

Honourable Bill Matthews, M.H.A.
Minister, Department of Culture,
Recreation and Youth
Government of Newfoundland and Labrador
St. John's, Newfoundland
A1C 5T7

Dear Sir:

In accordance with the revised Public Libraries Act, 1975, we hereby submit the report of the Newfoundland Public Libraries Board for the year ended March 31, 1986.

Kelvin Fowler
Kelvin Fowler, Chairman

Pearce J. Penney
Pearce J. Penney, Chief
Provincial Librarian and
Secretary to the Board

Telephone (709) 737-3964, 3965, 3966, 3967 / Envoy: ADMIN.NPL

BOARD MEMBERSHIP
1985-86

Chairman:	Kelvin G. Fowler
Vice-Chairman:	Agnes Richard
Secretary:	Pearce J. Penney

Barbara Alexander
Evelyn Devereaux
Anne Hart
Donald Harvey
Leila Janes
George Walsh
Don Blackmore
Suzanne Sexty
Gladys Snow
John Snow
Eldon Swyer

Standing Committees

Executive
Kelvin Fowler
Agnes Richard
Anne Hart
Don Blackmore
Barbara Alexander
Don Harvey

Finance
Don Blackmore
George Walsh
Barbara Alexander
Evelyn Devereaux
John Snow
Leila Janes

Staff
Don Harvey
Suzanne Sexty
Agnes Richard
Gladys Snow

Planning & Priorities
Barbara Alexander
Eldon Swyer
Anne Hart
George Walsh

NEWFOUNDLAND PUBLIC LIBRARY SERVICES

1985-86

Minister, Dept. of Culture	Honourable Bill Matthews
Chief Provincial Librarian	Pearce J. Penney
Deputy Chief Provincial Librarian	Diana F. Rose
Financial Administrator	D. Max Frampton
Provincial Reference & Resource Dept.:	
Department Head	Mona Cram
Assistant Head	Charles Cameron
Newfoundland Section	Lynne Cuthbert
Interlibrary Loans	Anne Martin
Technical Services Dept.:	
Department Head	Brenda Ryan
Provincial Books-By-Mail Service:	
Librarian	Elaine Morton
St. John's City Libraries:	
City Librarian	Mary C. Jones
Young Adult Services	Harriet Mercer
Children's Librarian	Gail Hogan
Reader's Advisor and Mobile Services	Joan Wheeler
Avalon Region:	
Regional Librarian	Margaret McClintock
Bonavista-Burin Region:	
Regional Librarian	Victoria Murphy
Central Region:	
Regional Librarian	Ralph Dale
Gander Region:	
Regional Librarian	Patricia Parsons
Labrador-Northern Region:	
Regional Librarian	John White
Western Region:	
Regional Librarian	Elinor Benjamin
Corner Brook City Librarian	Lynne West

HIGHLIGHTS FOR 1985-86

** The establishment of the Labrador-Northern Region bringing to completion the regionalization plan introduced by the Board some years ago.

** Continued progress in the RECON Project with a special grant of $50,000 from the Provincial Government.

** Anniversary celebrations for fifty years of service to the people of Newfoundland and Labrador. Various activities were undertaken to mark the occasion.

** The first ever Library Design Competition in the province was conducted, under the rules and regulations of the Royal Architectural Institute of Canada.

** Computerization was installed in the Business Office to assist in payroll and eventually accounts payable. Introduction of the Envoy 100 system in provincial headquarters and all regional headquarters.

** Two new library buildings were constructed during the year in the Western Region library system.

** Receipt of 106 copies of The Canadian Encyclopedia from the Government of Alberta.

** Six regional trustee workshops conducted during the year.

** Workshop for staff in the local libraries conducted at Gander.

** Preparation of a draft proposal to amend the present Public Libraries Act and a review of the role and responsibilities of the local and regional library boards.

REPORT OF THE CHAIRMAN

The Public Libraries Board of Newfoundland concluded its fiftieth anniversary celebrations on a note of achievement in that it saw the completion of its regionalization plan with the establishment of the Labrador-Northern Region in October, 1985. While it took sixteen years to see the plan implemented, it was a good feeling to see something we have been working to achieve come to pass. There are now six regional library systems plus the St. John's City library serving the population of Newfoundland and Labrador. A Provincial Books-By-Mail operation provides a service to communities without libraries in the Central and Labrador-Northern Regions.

The Board was honoured during the year when one of its members, Rev. Don Harvey, received the Canadian Library Trustees' Association Merit Award for outstanding contributions to public libraries on the national, regional and provincial levels. This is the third person from the Board to receive this honour since 1969 and a fourth has been nominated for the 1986-87 Award.

The year has been a very busy one with the anniversary celebrations and the various competitions associated with it, such as the Literary and the Library Design both of which were very successful.

Considerable work has gone into a new proposed Public Libraries Act which has been submitted to the Department of Culture, Recreation and Youth. The changes being proposed will reflect the developments that have taken place over the past ten years and provide for greater emphasis on the use of regulations governing the operation of local libraries and their boards.

The Board in conjunction with the regional boards undertook a series of trustee workshops, resulting in six workshops, one in each region, in which one hundred and ninety-seven people participated. The programme was modelled after the Workshops In Library Leadership(WILL), sponsored by the Canadian Library Association in June, 1985, at Calgary. The Board has undertaken to conduct similar trustee workshops at least every four years.

There is concern among Board members that there is not sufficient funding to meet the needs of the public for a better quality library service. All our libraries are lacking sufficient library materials to meet the patrons

needs. In other instances communities are requesting a library service and the Board can do little more than grant approval in principle, pending availability of funds. At the moment there are approximately eighteen communities that qualify under our guidelines and which have been given approval, but we must wait for a significant infusion of funding before proceeding to establish these libraries.

There were some changes on the Board during the year. Leila Janes, member-at-large, completed her term. Barbara Alexander, Central Region representative, resigned because she moved out of the province and George Walsh, Avalon Region representative, resigned due to ill health. The contributions made by these members to public library services have been greatly appreciated and we thank them for their services.

During my term as Chairman of the Board, from 1983 to 1986, it has been a pleasure to work with members who have given so much dedication and commitment to the development of public library services in the province.

I would also thank the Minister of Culture, Recreation and Youth and, through him, all his senior staff who have given support and co-operation.

Respectfully submitted

Kelvin G. Fowler
Chairman

CHIEF PROVINCIAL LIBRARIAN'S REPORT

The year-end reports of the various departments and regions show progress in a number of areas throughout the public library service, despite a continued period of financial restraint. Libraries throughout the province are helping to ensure that patrons in their communities have equal access to information needed in their daily lives.

While the overall circulation is down slightly, many regions report an increase in registered borrowers. Therefore, it would appear that more people are using the libraries but are taking out less books.

The number of reference questions showed a 4.75 percent increase over the previous year. In 1984-85 there were one hundred and three thousand, six hundred and eighty-eight (103,688) reference questions recorded and in 1985-86 the system recorded one hundred and eight thousand, six hundred and ten (108,610). There was also a sharp increase in the number of items borrowed and loaned through interlibrary loans. The total number of transactions recorded were thirty-five thousand, two hundred and thirty-eight (35,238). We can expect to see greater use made of our interlibrary loan system as more libraries depend on the resources of other libraries to satisfy their patrons' needs. Another factor contributing to this is the inadequate funding provided to purchase library materials. Last year we processed some forty-three thousand, one hundred and five volumes (43,105), a considerable decrease from what we were doing in the late 1970s.

Of the total number of volumes purchased during the year, 20 percent were Canadian and of that number, 52 percent were Newfoundlandia, which translates into approximately 9 percent of the Library Materials Budget being spent on purchasing Newfoundland titles.

This year saw a move towards a programme of library automation. A small micro-computer system has been installed in the Business Office, to accommodate payroll and eventually accounts payable. Studies are still continuing towards the implementation of a micro-computer for the Books-By-Mail operation.

The Fiftieth Anniversary celebrations concluded during the year with a Library Design Competition generating considerable interest amongst the architects. Rules for the competition were those of the Royal Architectural Institute

of Canada, and the winning design was submitted by William Maccallum Architects Limited, of St. John's.

In the area of staff development we were able to come close to the realization of a Certificate Programme for local library staff. The programme will be administered by the Department of Extension Services, Memorial University. The first course will be available in September, 1986.

Two staff members have been enrolled in the Personnel Planning Programme which is to provide an opportunity for present staff to attend library school to obtain a Masters in Library Science (MLS). Gail Hogan graduated in the spring and Judy Escott is scheduled to graduate in the spring of 1987. Both staff members will return to the Public Library Services to occupy positions designated for them.

The Public Library Services was the recipient of a very generous gift from the Government of Alberta in 1985-86. One hundred and six copies (106) of the three-volume The Canadian Encyclopedia were received in early September. We are indeed grateful for the gift of this magnificent Encyclopedia, the only "comprehensive Canadian encyclopedia published in more than two decades." In terms of dollars we are talking approximately seventeen thousand ($17,000). A most munificent gift.

In conclusion I would like to express my sincere appreciation to the officials of the Department of Culture, Recreation and Youth, for the co-operation and support given over the past year.

The members of the Provincial, regional and local library boards deserve high praise for the volunteer service provided at all three levels of the boards' operation. It is a real pleasure to work with such a dedicated group.

There is one group of people without whom there would be little to report, staff at all levels of service. They have displayed a degree of devotion, dedication and plain hard work beyond adequate description. They have excelled in their efforts to provide the best possible service to the public during a most challenging period. To them we are all deeply indebted. A personal thank-you to each and everyone.

Thanks to the media for their co-operation during the year in assisting with the promotion of public library services throughout the province.

It has been an exciting and, in many ways, a productive year. Much has been accomplished but, as always, much more needs to be done. It takes a continuous effort on everyone's part to make good libraries a necessary ingredient in today's world. Therefore, we face the next year with a sense of challenge and optimism.

Pearce J. Penney
Chief Provincial
Librarian

ADMINISTRATIVE SERVICES

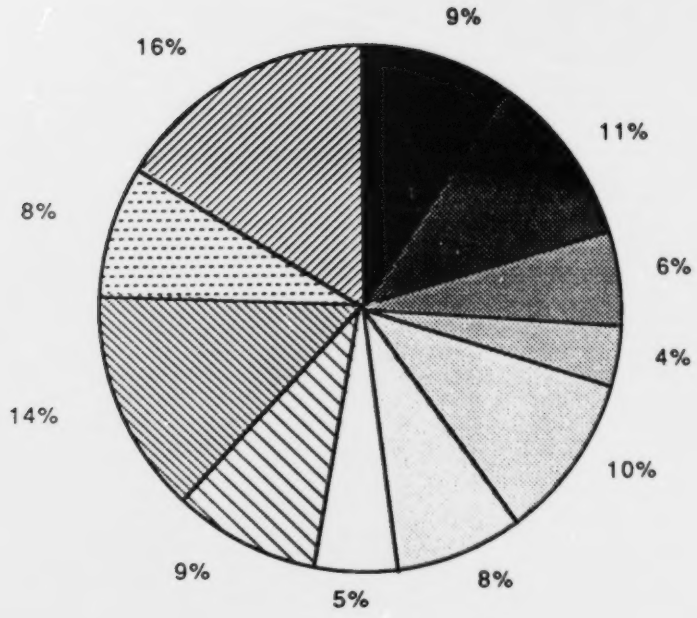
During the 1985-86 fiscal year, Administration completed a study for an automation system in the Business Office and a word processing system in the Secretarial Office. Hardware for the system was installed in the Business Office in March, 1986, and training of staff in its use was begun. The hardware for the word processing system will be installed early in the 1986-87 fiscal year.

An Envoy 100 system was installed in January, 1986, replacing the Telex system, at Provincial Headquarters and the six regional headquarters. The financial savings of this system are considerable.

The branch provides central administrative services, administers the total library budget including a central payroll for all staff throughout the province, accounts payable and grants to local libraries.

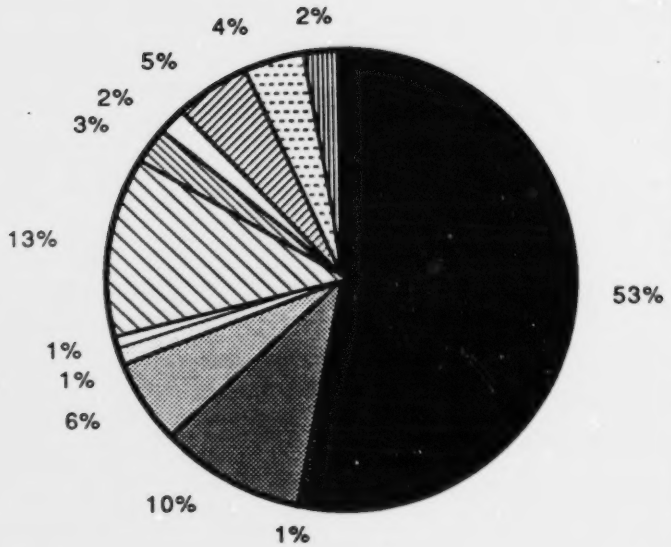
A breakdown of expenditures gives an overview of how the funding is distributed throughout the system. These figures include salaries and benefits for local library staff in the regions in the amount of $781,620.

Provincial funding over the past five years has shown a slight increase; however, this has not kept pace with inflation, resulting in a decrease in the buying power for library materials. The following chart demonstrates the increases provided by the Provincial Government for operating purposes.



Administration	$427,501
Avalon region	458,117
Bonavista - Burin Region	250,296
Books by Mail	157,777
Central Region	456,432
Gander Region	338,460
Labrador - Northern Region	220,241
Provincial Reference and Resource	389,743
St. John's	617,728
Technical Services	350,117
Western Region	681,017
Total Expenditure:	$4,347,429

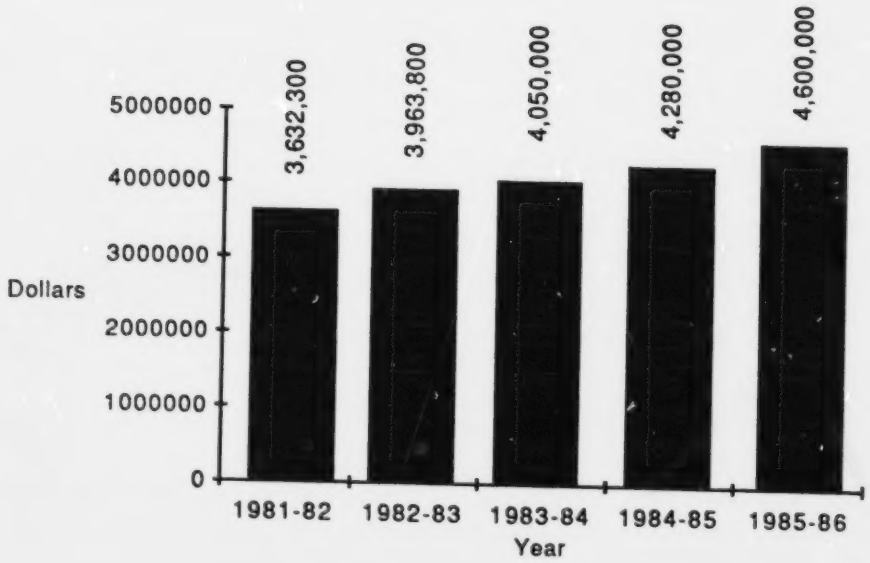
Percentage Breakdown of Provincial Expenditures by Departments/Regions 1985-86.



Salaries and Benefits	$225,343
Auto Operation	3,391
Conferences and Workshops	41,855
Freight and Postage	24,854
Insurance	5,261
Miscellaneous *	3,351
Office and Library Supplies	55,239
Rentals - Equipment	11,070
Repairs and Maintenance	6,880
Communications	22,754
Travel - Board	18,145
Travel - Staff	8,400
Total Expediture:	$427,501

* Miscellaneous includes anniversary, contingency, Inst. membership, ILL, and library materials.

Percentage Breakdown: Administration Expenditure, 1985-86.



Provincial Funding 1981-86

STAFFING

In 1985-86 there were fewer vacancies in classified positions than in the previous year. Only sixteen vacancies occurred during the year as compared to twenty-two in 1984-85. Only five local librarians resigned in 1985-86. Re-classification reviews were at a minimum.

Maternity leave in the St. John's city library and Technical Services was granted to a number of staff. Also, educational leave was granted to staff in Grand Falls, Gander and St. John's. This, in turn, resulted in an increase in temporary assignments of varying duration.

Four new positions were approved last year by Treasury Board, designated as Regional Resource Librarians for Grand Falls, Clarenville, Labrador City and Gander. These appointments, when finances are available, will be for trainee librarians initially. For one year the employee will work in the Regional Resource Library in the Region, followed by attendance at a library school to gain a Master's Degree in Library Science and return to the Regional Resource Library as Librarian I, in charge of the library.

Work continued during the year on the Certificate Programme for local library staff. The introductory course will be offered by the Continuing Education Department at Memorial University, starting in September, 1986, and all new local library staff hired after March 31, 1986, excluding substitutes and classified staff must enroll.

During 1985-86 our first lay-off took place, owing to the transfer of services from Community Library Services to the new region in Labrador and Northern Peninsula. However, the lay-off was only temporary and the staff member involved was reinstated when a vacancy occurred.

In January a student from Memorial School of Business Administration started a work term with the Public Library Services and completed a study of the Information Flow in the Public Library System along with recommendations for improved communications and public awareness.

Many staff members continue to upgrade their education through university and other courses, and several staff attended the annual conferences of the Atlantic Provinces Library Association and the Canadian Library Association and play an important part in both Associations.

Staff members who retired during the year were honoured at a testimonial dinner in March, coinciding with the annual meeting of the Provincial Library Board.

Finally, for the first time the Newfoundland Public Library Services entered a ladies team in the annual Regatta.

CONFERENCES AND WORKSHOPS

As in previous years, staff participated in a number of conferences and workshops during the year. These events are very important to staff as it provides an opportunity to exchange ideas and learn about recent trends in library operations.

Two major conferences are held each year which a number of staff and Board members attend - they are the Atlantic Provinces Library Association, which was held at Fredericton, N.B., and the Canadian Library Association, held in Calgary.

A workshop for local library staff was held at Gander and some one hundred and twenty attended, representing most local libraries in the province. Irene Aubrey, of the National Library of Canada, was the guest speaker who talked about illustrations in children's literature.

Six regional library trustee workshops were conducted during the fall. They were held in each of the regions with a total attendance of one hundred and ninety-seven. The role and responsibilities of the library trustee were the focus of discussion.

A workshop, sponsored by the Canadian Library Association, on "The Reference Interview" was held, in St.John's, in October at which eighteen of our staff were in attendance.

In addition to the above, a number of seminars conducted by the Public Service Commission, some at the request of the library, provided an opportunity for members of the staff to attend.

All these conferences and workshops are considered to be an important part of the continuing education process for staff and it is gratifying to see so many of our employees showing such a keen interest.

PROVINCIAL SERVICES

There are three services which are provincial in scope and which report directly to the Provincial Library Board. They are Provincial Reference and Resource Library, Technical Services and Provincial Books-By-Mail.

Provincial Reference and Resource Library:

The Provincial Reference and Resource Library fulfills two functions, it serves as the reference library for St. John's and area and is also the provincial reference and resource library for the Newfoundland Public Library System. It is also the access point whereby residents of the province can gain access to information in other parts of Canada and the world through the Interlibrary Loan System.

The department continues to provide a good quality service to its patrons despite the financial restraints which resulted in reduced funds for library materials. Early in the fiscal year ordering of new materials had to be curtailed and only essential materials were purchased. Current Newfoundlandia was purchased but many rare items could not be bought.

Work on the restoration of the Newfoundland Collection and the hand sewing of the Newfoundland newspapers for binding continued for part of the year, under a Federal Works Project Grant. Unfortunately, the grant was not renewed for a second term and the plans for an extended conservation project did not materialize.

The indexing of the Evening Telegram continued but additional help is needed to keep it up-to-date. Through co-operation with the Anglican Church an index of the Diocesan Magazine is being added to the Newfoundland newspaper index which is expected to be completed in the next fiscal year.

The Newfoundland Photo Collection continues to grow. During the year Florence Murrin, in consultation with the provincial reference librarian, organized the collection of photographs which were taken by Mrs. Murrin's father, the late Rev. Edmund Hunt, and which are part of the Newfoundland Photo Collection.

Under an arrangement with the Newfoundland and Labrador Genealogical Society, their small collection of genealogical materials are housed with the Provincial Reference and Resource Library Collection and are treated under the same regulations as the materials in the Newfoundland Collection.

This arrangement not only benefits the Society but it also gives the library access to these additional sources of information thereby improving services to all library patrons.

The Multilingual Collection continues to provide a very worthwhile service to the ethnic groups in our province. These books, which are on loan from the National Library, in Ottawa, are available to local patrons using the Provincial Reference and Resource Library and the regions upon request. In the latter case a selection of books are sent for a period up to one year. Circulation showed an increase of 38 percent over the previous year.

There was an increase in interlibrary loans during the year. The most significant was a 26.2 percent increase in microfiche requests. As more and more of the reference collection is included in the microfiche catalogue, libraries across the province are able to make use of the collection. Other increases were 12.5 percent in requests from all sources, 10.2 percent in general reference requests and 24.5 percent in Newfoundland reference requests. These are all within the inter-provincial system.

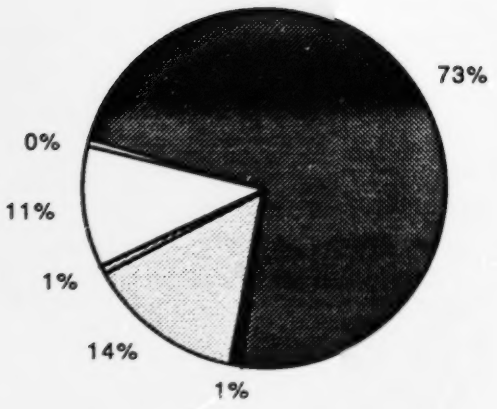
Interlibrary loans from outside the system have also increased, particularly for monographs. There has been a 44 percent increase over 1984-85 which includes reports, periodical articles and microfilm but the books form the bulk of the requests.

A Last Copy Fiction Collection, started in 1982-83, has grown over the past four years to 4,040, with this year showing the greatest increase. The vast majority of books received this year came from the Community Library Services when the stock was weeded before the formation of the Labrador-Northern Region. Interlibrary loan use is gradually increasing, including a few requests from outside the system. Much of the current demand is for well known authors, such as Grace Livingstone Hill and Erle Stanley Gardner, whose books are generally out of print in hardcover and therefore less likely to be found in catalogued collections.

Overall 1985-86 was a busy year with increases in reference questions, materials being used in the library and direct circulation, as the statistical tables show. It is particularly encouraging to note that the number of inquiries from outside St. John's area increased substantially and class visits were made by schools from as far away as St. Joseph's, St. Mary's Bay.

Provincial Reference and Resource Library
STATISTICAL REPORT

		1985-86	1984-85
1.	REFERENCE QUESTIONS FROM ALL SOURCES:		
	Newfoundland	7,479	8,701
	General	14,655	13,081
	TOTAL	**22,134**	**21,782**
2.	MATERIALS USED IN LIBRARY		
	A. Newfoundland periodicals, newspaper, books, pamphlets, etc.	20,516	23,881
	Newfoundland Microfilm	1,780	1,699
	TOTAL NEWFOUNDLAND MATERIALS	**22,296**	**25,580**
	B. General periodicals and newspapers(from basement & vertical file)	16,986	13,200
	General Microfilm/Microfiche	100	66
	TOTAL	**17,086**	**13,266**
3.	CODING SHEETS ENTERED ON COMPUTER	**5,595**	**3,932**
4.	INTERLIBRARY LOANS(i.e. loans made outside the Nfld. Public Library Services)		
	Materials Requested by Library	**1,253**	**897**
	Materials Requested from Library	**336**	**386**
5.	LOANS WITHIN THE NEWFOUNDLAND PUBLIC LIBRARY SERVICES:		
	Number of Requests Received	**4,587**	**4,078**
	Number of books, etc., Sent	**9,188**	**8,263**
6.	MATERIALS CIRCULATED DIRECTLY:		
	Newfoundland	612	1,066
	General	1,959	2,318
	Multilingual	3,160	2,288
	TOTAL	**5,731**	**5,672**



Salaries and Benefits	$ 282,238
Microform	4,389
Books	53,396
Rental - Equipment	2,623
Periodicals	42,624
Miscellaneous*	642
Total Expenditure:	$ 389,743

*Miscellaneous includes: advertising and binding.

Percentage Breakdown: Provincial Reference and Resource, 1985-86.

Technical Services:

The extra efforts of the staff in Technical Services to maintain the regular workflow while at the same time undertake a RECON project is worthy of note. A grant of $50,000 was received from the Provincial Government to add pre-1981 titles to the COM Catalogue. In October extra staff and equipment were provided and the work of inputting titles into the UTLAS file began. When the project ended four months later staff had entered 14,000 new titles and 4,000 added copies. These titles were mainly adult non-fiction (A-G) from libraries in Avalon Region, Bonavista-Burin Region, Gander Region, Labrador-Northern Region, Corner Brook, Grand Falls and St. John's. Adult fiction and juvenile fiction titles from the standard authors lists, provided by the Regional Resource Libraries Stock Committee, for Corner Brook, Grand Falls, Clarenville and St. John's were also added. The addition of these titles plus the usual new books increased the total number of titles in the Com Catalogue to 82,000 at the end of the fiscal year.

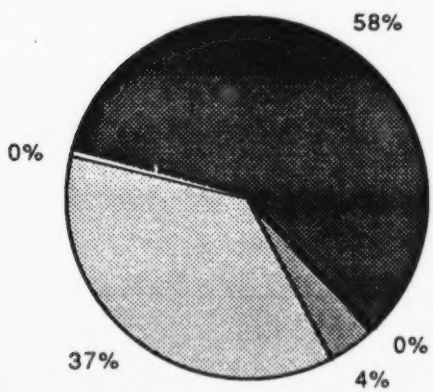
During the year, 5,442 retrospective titles were added as part of the regular workload, the majority of which came from the Provincial Reference and Resource Collection, the Reference Last Copy Fiction Collection and the Newfoundland Collection in several regions.

In the coming year, plans are being made to add to the COM titles from the classics standard list. Other priorities include titles from Newfoundland Reference, General Reference and the remaining adult non-fiction files from the several locations within the system.

The number of library materials processed in 1985-86 increased by 7 percent but this remains low when compared with statistics for the mid and late seventies. As the number of new books decrease, the COM Catalogue becomes an important means of sharing our limited resources. The number of titles and additions are down slightly, new titles forming the bulk of this decrease. Removal from the COM Catalogue due to discarding is higher in 1985-86, this is to be expected as more titles are added to the catalogue and regular weeding procedures are put in place. Location changes on the COM decreased from the previous year overall; however, some regions showed a substantial increase.

UTLAS continues to provide a good service in catalogue support. The hit rate for titles searched has been 94 percent for non-fiction and 90 percent for fiction.

It has been a very busy year in Technical Services. Staff recognizing the additional workloads were willing to undertake extra tasks and worked well above the normal workload, particularly during the RECON Project.



Salaries and Benefits	$ 205,719
Books	1,088
Rental - Equipment	14,785
Computerization	128,255
Miscellaneous	270
Total Expenditure:	$350,117

Percentage Breakdown: Technical Services, 1985-86.

Technical Services
STATISTICS 1985-86

	1985-86	1984-85
NUMBER OF VOLUMES PROCESSED		
Region or Department		
Avalon Region	5,169	5,400
Bonavista-Burin Region	2,841	2,651
Central Region	7,556	6,837
Gander Region	5,088	4,939
Labrador-Northern Region	2,404	3,973
Reference & Resource Library	5,131(incl. 2,167-REF(FC)	3,542
St. John's	6,072	5,847
Western Region	8,844	7,066
TOTAL	**43,105**	**40,255**
NUMBER OF TITLES		
Non-fiction	6,310	8,046
Fiction	5,201	4,972
TOTAL	**11,511**	**13,018**
Non-fiction Adds	3,400	2,668
Fiction Adds	2,391	1,915
TOTAL	**5,791**	**4,583**
DISCARDS FROM COM		
Region or Department		
Avalon Region	146	50
Bonavista-Burin Region	25	25
Central Region	94	133
Gander Region	17	28
Labrador-Northern Region	106	86
Reference & Resource Library	48	13
St. John's	733	569
Western Region	166	128
TOTAL	**1,335**	**1,032**

Provincial Books-By-Mail

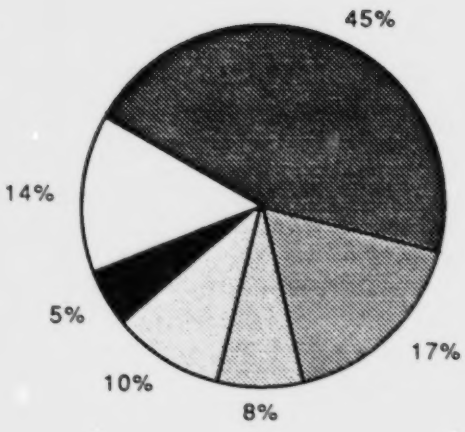
Budgetary restraint for the last few years has meant that Provincial Books-By-Mail was required to undertake on-going analysis and evaluation of all aspects of the operation, to improve efficiency and plan for an automated circulation system.

A different approach to the method for distribution of the annual catalogue was tried. Traditionally, the catalogues had been mailed directly to every household in an eligible community. In January, 1985, centralized distribution points were arranged in local stores, town halls or schools. Postcards mailed to every household informed them where the catalogues could be picked up. Less than 30 percent of the catalogues were picked up and many people wrote in to request the new catalogue. The result has been a negative impact on circulation to the Central Region area for nine months of the year. This method of distribution has been discontinued.

Staff have been very busy with a circulation of 54,040 books this year. Of these, 32,211 went to communities within the Central Region boundaries and 21,829 to the Labrador-Northern Region. Circulation decreased by 19.5 percent from last year. Two factors which may account for this decrease are the method of catalogue distribution and the shortage of manpower to cope with the peak periods.

Bookstock has been unable to stand up to the demands of patron response to the new catalogue in January. Several categories of books were severely depleted, especially young adult, romance and light humor. This resulted in a high substitution rate. Where the 1985 catalogue offered 957 titles, the 1986 edition offered only 900 titles.

Plans are going ahead to improve the ability of Provincial Books-By-Mail to provide a fast, efficient service with the goal of improving both the quality and quantity of that service.



Salaries and Benefits	$ 72,236
Books	26,948
Catalogs	12,500
Rentals-Premises	15,300
Heat and Light	8,295
Other*	22,598
Total Expenditure:	$ 157,777

*Other includes:

Communications	$ 1,973
Rentals - Equipment	1,957
Freight and Postage	7,987
Auto Operation	930
Travel - Staff	1,780
Office and Library Supplies	3,624
Repairs and Maintenance	3,367
Insurance	980

Percentage Breakdown: Books by Mail, 1985-86.

REGIONAL REPORTS

There are six regions in the province serving one hundred and one (101) libraries, excluding the City of St. John's. The number of libraries in each region varies from twenty-two to nine. The newest region Labrador-Northern includes all of Labrador and part of the Northern Peninsula and while it has fewer libraries then the other regions, the area covered is very extensive.

The year under review showed a number of areas where the service improved, others were in a holding pattern while others showed slight decreases, as the following summaries indicate.

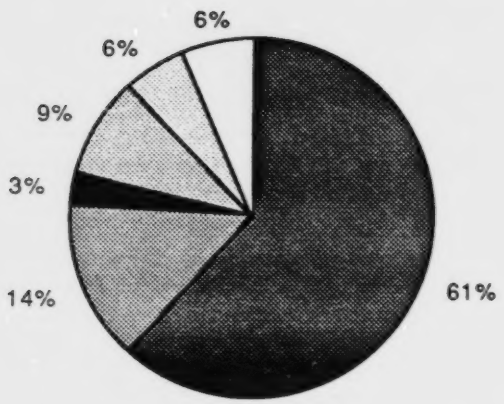
Avalon Region:

Some libraries in the region saw a drop in circulation while others showed increases. The overall result was a decrease for the region. The most obvious drops were at Mount Pearl, Bell Island and Carbonear. It is difficult to give any clear cut reason for the decrease, but rather it is a combination of reasons. Funding to purchase new books has been inadequate for the past few years, some libraries have inadequate space and others have put on intensive drives to get back overdue books and have been very successful, however, it may have discouraged some of those same borrowers to take out as many books again.

Interlibrary loans have shown a remarkable increase over the previous year. There has been a 48 percent increase in 1985-86. Also, the service provided to senior citizen homes and the Coast Guard doubled during the year, increasing from 785 to 1,662.

Bookstock in the libraries increased for a net gain of 5,651. The emphasis for purchasing books in 1985-86 was on building up the juvenile exchanges and adding new books to the adult exchange.

While the Region is unable to provide a good quality service due to inadequate funding, it is managing to keep a steady pace. Local library staff and library board members are to be commended for their efforts in providing library service to the people in their respective communities.



Salaries and Benefits		$283,634
Books		64,930
Periodicals		15,126
Grants		40,044
Rental - Premises		25,980
Miscellaneous		28,403
including:		
Heat and Light	5,106	
Communications	4,503	
Rental - Equipment	2,371	
Travel - Board	2,128	
Freight and Postage	3,000	
Auto Operation	2,169	
Travel - Staff	1,593	
Office and Library Supplies	3,069	
Repairs and Maintenance	1,642	
Insurance	2,822	
Total Expenditure:		$458,117

Percentage Breakdown: Avalon Region Expenditure, 1985-86.

Bonavista-Burin Region:

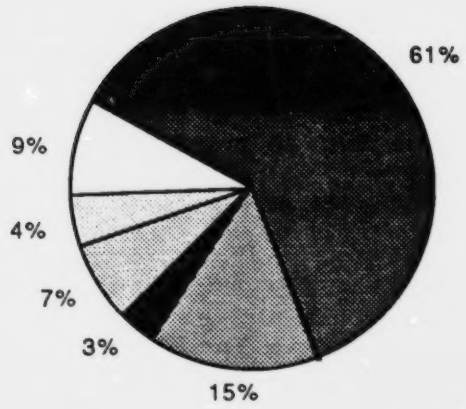
The fiscal year 1985-86 has been a fairly good year for the Region. There were no cutbacks as in the previous two years, as a result libraries did not have to reduce hours or close during the librarians' vacations and the Region's operating grant remained uncut.

The overall bookstock has increased from 65,652 to 73,463, an increase of 11.9 percent. The number of new books allocated to libraries in the Region also increased. The increase can be attributed to many donations of paperbacks and hardcover fiction books. The library material budget was inadvertently overspent.

Both circulation and registration showed increases. There was an overall circulation increase of 8.8 percent. Six of the eleven libraries showed increases, some as much as 30 percent. The one factor which may have contributed to this was the absence of cutbacks in library hours.

Interlibrary loans have increased between libraries as well as the number of requests sent to the regional headquarters. Approximately 50 percent of the requests sent to headquarters were filled and the others had to go outside. Microfiche requests nearly doubled during the year, going from 375 to 536. An interesting note is that four of the 11 libraries are responsible for 85 percent of the interlibrary loan requests.

Demands for information and recreational reading material are increasing. The bookstock of the Regional Resource Library must be developed substantially if it is to fulfill its function adequately. Increases in the Region's funding, particularly in the book budget and the library hours will be necessary to have any further progress. In the meantime, efforts to fulfill those aspects of the Five-Year Plan which do not require additional funding are ongoing.



Salaries and Benefits		$152,210
Books		38,034
Periodicals		8,391
Grants		17,500
Rental - Premises		11,200
Other including:		22,421
Heat and Light	3,144	
Communications	3,362	
Rental - Equipment	1,457	
Travel - Board	2,455	
Freight and Postage	1,084	
Auto Operation	2,230	
Travel - Staff	1,191	
Office and Library Supplies	2,582	
Repairs and Maintenance	1,563	
Insurance	3,180	
Miscellaneous*	173	
Total Expenditure:		$250,296

Percentage Breakdown: Bonavista-Burin Region, 1985-86.

Central Region:

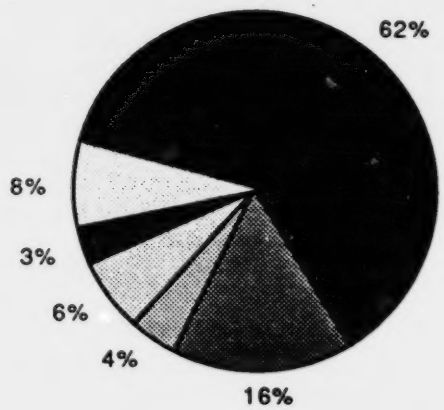
The fiscal year 1985-86 was a little easier to manage financially because there were no cuts made to the original allocation and consequently, no decrease in the hours of operation of the local libraries.

The Region underwent some changes during the year. The libraries at Burgeo and Ramea were transferred to the Western Region and Sop's Arm became part of the Central Region. This resulted in a net loss of one library to the Central Region, it now supervises nineteen rather than twenty libraries as in previous years. It also means that the Region has its first joint service with a school since Sop's Arm is a school/public library.

In 1985-86, 6,307 new processed books were sent to the libraries in the Region, compared to 6,710 in the previous year. However, there was one less library and the two that transferred were larger libraries. Paperbacks were down slightly while the rotating books maintained its level at about 1,500.

Items borrowed on interlibrary loan in the Region were up by nearly 8 percent. However, some libraries do not make use of this service to the extent they might. While it is true that more reference materials may be coming into some libraries and vertical files are improving, the patrons in some communities are not getting what they are getting in others.

Circulation for 1985-86 is down compared to the previous year; however, the 1985-86 statistics are for 19 libraries whereas 1984-85 are for 20. Seven libraries in the Region had increased circulation over the previous year. Reference queries were higher, there were 16,687 as compared to 14,665 the previous year. This is very significant when you remember that the two libraries transferred out of the Region experienced heavy use in this area.



Salaries and Benefits	$ 283,316
Books	75,085
Periodicals	19,196
Grants	28,500
Rental - Premises	15,300
Other*	35,035
Total Expenditure:	$456,432

*Other includes:

Heat and Light	$ 8,295
Communications	4,419
Rental - Equipment	1,942
Travel - Board	3,723
Freight and Postage	2,265
Auto Operation	1,828
Travel - Staff	1,715
Office and Library Supplies	3,172
Repairs and Maintenance	3,425
Insurance	4,026
Miscellaneous*	225

Percentage Breakdown: Central Region Expenditure, 1985-86.

Gander Region:

The 1985-86 fiscal year has been an exciting and busy year for the Gander Region. The physical facilities of the eighteen (18) libraries received much needed attention, with all of them acquiring furniture and equipment to improve and facilitate their work productively.

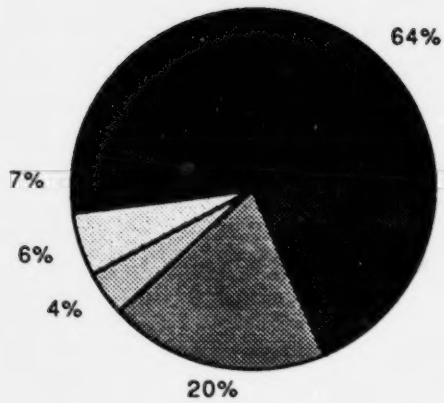
Statistically speaking, the Region has held its own throughout the year. Circulation decreased slightly, but registration of borrowers increased consistently. This may indicate that new patrons joining the library did not borrow that many books, but rather used materials in the library. There may be a number of contributing factors to this decrease, one put forward is the sudden increase in the use of video-recording machines in the homes.

While the bookstock increased by just over 10,000 this year, individual bookstock statistics reflect various degrees of weeding and discarding. Many branches had books outdated, damaged or worn out and these were taken off the shelves.

Interlibrary loans processed throughout the Region have remained just about the same for this year, as last. The borrowing amongst branch libraries is very popular, despite the frustrations encountered by local library staff when requests cannot be filled for one reason or another.

The Gander Regional Library Board was the recipient of a Job-creation Careers Program Grant of $45,000, from the Federal Government. Ten (10) library clerks and technicians have undergone an intensive training period in the Region. These workers were placed in the largest and busiest libraries, or those libraries whose collections, files, etc., needed the most attention. They have created and updated subject files, carried out extensive book repairs and have assisted in starting new service, such as story hour programmes.

Despite the economic restraints under which the Region is working, the productivity never seems to decline, nor does the attitude and dedication towards serving the public.



Salaries and Benefits	$216,967
Books	66,547
Periodicals	13,374
Grants	18,750
Other*	21,943
Total Expenditure:	$338,460

*Other includes:

Communications	$ 4,239
Rental - Equipment	2,481
Travel - Board	5,411
Freight and Postage	1,239
Auto Operation	2,056
Travel - Staff	1,470
Office and Library Supplies	2,860
Insurance	1,763
Miscellaneous**	414

** Miscellaneous includes:
advertising, and repairs and maintenance.

Percentage Breakdown: Gander Region Expenditure, 1985-86.

Labrador-Northern Region:

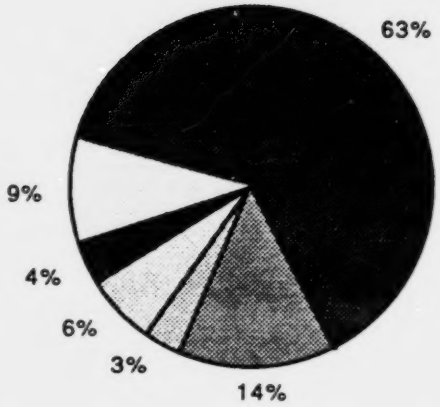
The past year saw the establishment of the Labrador-Northern Region and the final transfer of the Community Library Services, which had been providing the services from its headquarters in St. John's. Getting started meant spending considerable time setting up the regional headquarters, at Labrador City, and making the initial visit to each of the nine libraries in the Region. This initial visit was important for the regional librarian to learn about the communities and for local board members and library staff to meet the new regional librarian.

Circulation dropped slightly during the year by some 2,000 transactions. However, the library at Cartwright was closed for three months of the year, which would account for some of the decline. While circulation declined slightly in some libraries, others showed significant increases, ranging from 10-43 percent.

A formal Library Co-operative Agreement has been agreed to between the Goose Bay Canadian Forces Base and the Newfoundland Public Library Services. This Agreement provides for public access to the Base Library and its collection in return for its access to the Public Library Services' interlibrary loan service and the Region's exchange collection. This Agreement is for a three-year period. Happy Valley-Goose Bay becomes the only community outside St. John's with two libraries and the only community in the province with seven days-a-week library service.

The transition from Community Library Services to Labrador-Northern Region was accomplished with little fuss and few problems. The decline in the circulation figures do not fully measure the usage of the Region's libraries but should be seen as warning signs and deserve close watching.

All of the Region's libraries are in small communities, most are semi-isolated in hundreds of kilometers. Among these libraries are some which are very well run and models of what a small library can be. The immediate goal must be to improve the struggling libraries to a similar standard while maintaining and adding to the Region's model libraries.



Salaries and Benefits	$ 139,024
Books	30,969
Periodicals	7,597
Grants	12,977
Rental - Premises	8,925
Other*	20,309
Total Expenditure:	$ 220,241

*Other includes:

Communications	$ 2,694
Rental - Equipment	836
Travel - Board	3,767
Freight and Postage	1,723
Travel - Staff	6,884
Office and Library Supplies	2,090
Repairs and Maintenance	283
Insurance	2,032

Percentage Breakdown: Labrador-Northern Region Expenditure, 1985-86.

Western Region:

In reviewing 1985-86 it is apparent that there has been considerable progress made in practically all areas of the Region's operation. New book allocations are up considerably from last year, from 6,400 to 11,000, perhaps partly due to over-expenditure in library materials allocation. The areas showing greatest increase were picture books and non-fiction, both adult and junior.

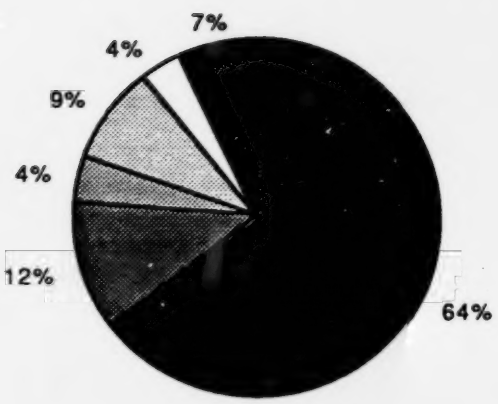
Circulation is holding, showing only an overall decline of less than 1 percent, as compared to last year's drastic drop of 9 percent. While some branches showed decreases ranging around 13-14 percent, others showed increases ranging from 23-26 percent. One area of disappointment is rotating stock. Approximately 50 percent more books were circulated throughout the Region, but circulation increased by only 33 percent. It may be that the saturation point has been reached and readers may not be able to read anymore books in the time given.

Use of interlibrary loan services increased dramatically during the year. A total of 5,434 transactions were processed, a 19.3 percent increase. This year the Region was able to supply approximately 50 percent of the requests from its holdings.

Registration increased during the year from 18,974 to 21,528, a 13 percent increase over last year. Therefore, 22.9 percent of the total regional members of a library or 29.1 percent of the population living within seven miles of a public library are registered. Some branches showed phenomenal increases; for instance, Port au Port East has 71.6 percent of its population registered.

Two communities have new library buildings after much effort on the part of the local, regional and provincial library boards. The library services at Pasadena and Woody Point have moved into more spacious and pleasant facilities.

All in all, it was not such a dire year as we might have predicted at the end of last year, but we must continue to push for funding for new books if we ever wish to see circulation back on the upward trend it enjoyed for many years.



Salaries and Benefits	$439,929
Books	81,736
Periodicals	29,170
Grants	58,040
Rental - Premises	24,000
Other*	46,357
Total Expenditure:	$681,017

*Other includes:

Heat and Light	$ 7,746
Communications	4,946
Rental - Equipment	1,478
Travel - Board	4,120
Freight and Postage	3,936
Auto Operation	3,439
Travel - Staff	3,976
Office and Library Supplies	10,409
Repairs and Maintenance	1,775
Insurance	4,532
Miscellaneous**	1,576

** Miscellaneous includes: advertising, Inst. membership, library promotion, and microform.

Percentage Breakdown: Western Region Expenditure, 1985-86.

St. John's City:

In looking at the year 1985-86 there are some accomplishments and some disappointments. Circulation for the year showed an overall decrease of 8 percent in borrowing and could be discouraging except that one must recognize that these figures represent only one aspect of library service. These figures do not tell us the number of people who visit the library just to browse and read books and periodicals in the library and there are many of these.

Our budget still has not enabled us to bring the basic bookstock to the standard required for a city this size, but the situation may improve somewhat since the board approved that fine money should be spent on library materials.

Adult membership registrations increased by 2.7 percent this year but children's decreased by 1.9 percent. However, the interest shown in library activities for children is stronger and more parents look for pre-school activities in which their children may participate.

Teenagers, except avid readers, tend to lose interest in the library but this problem is not limited to St. John's.

Pre-school storytime continued to be a popular programme at all libraries. A Saturday afternoon storytime for children aged 4-7 years was held at the A.C. Hunter Children's Library in fall and winter. Also, at Marjorie Mews Library a "Bedtime" storytime was held weekly, for a six-week session in June/July.

Moms/Dads and Tots Time programmes were offered throughout the year at the A.C. Hunter Children's and Michael Donovan Libraries and beginning in October, in the Marjorie Mews Library.

A Children's Summer Reading Programme was conducted with the theme "Its our 50th Birthday! Read and Celebrate with Us." Over six hundred children participated. At the end of August, three hundred and twenty children attended birthday parties held at all the libraries.

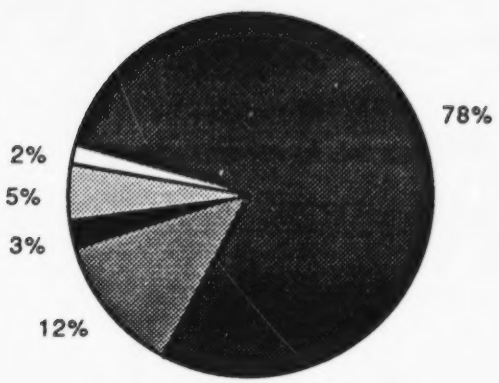
Puppet making classes were given at three libraries and many of the children attending also participated in puppet shows at the end of the classes.

T.V. Storytime was again planned and presented on Channel 9, four times a week.

Children's Book Festival Week was highlighted with visits from Ian Wallace, a book illustrator, and Jean Little, an author.

Talks to post-natal groups about pre-school library programmes and books were given. Also, the Seniors' Club at Gower Street United Church was addressed on library services.

School visits were undertaken throughout the year and many classes came regularly to borrow books, see a movie or hear a story.



Salaries and Benefits	$485,583
Books	76,463
Periodicals	14,250
Rental - Premises	31,014
Other*	9,628
Total Expenditure:	$617,728

*Other includes:

Auto Operation	$ 1,604
Travel - Staff	1,251
Repairs and Maintenance	3,865
Insurance	928
Miscellaneous**	1,980

** Miscellaneous includes: advertising, Inst. membership, microform, and binding.

Percentage Breakdown: St. John's Region Expenditure, 1985-86.

PUBLIC LIBRARIES BOARD
STATEMENT OF REVENUE AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 1986

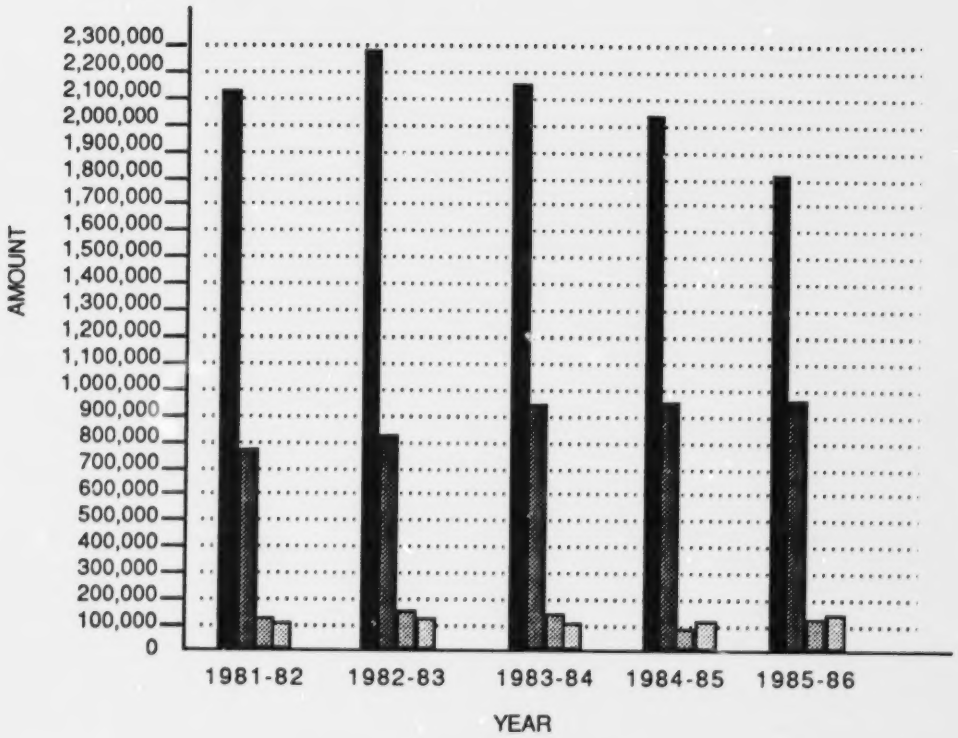
	1986	1985
REVENUE		
Operating Grants		
Province of Newfoundland	$4,300,000	$4,100,000
Government of Canada	32,772	--
City of St. John's	20,000	20,000
Various Municipalities	35,540	23,564
Other Revenue		
Donations-Service Clubs & General Public	12,789	18,449
Sale of Photocopies	12,555	10,930
Miscellaneous	6,457	2,567
	$4,429,113	$4,175,510
EXPENDITURE		
Advertising	721	1,233
Anniversary Expenses	3,559	3,568
Books	526,883	532,769
Periodicals	152,641	127,550
Computer Services	120,353	77,176
Conferences	42,534	18,362
Freight & Postage	45,311	45,724
Grants to Local Libraries	176,049	156,495
Heat and Light	36,742	29,593
Insurance	25,425	24,124
Miscellaneous	3,822	2,334
Office & Library Supplies	86,366	66,562
Printing	12,500	10,091
Rental of Equipment	55,665	54,350
Rental of Premises	131,719	122,745
Repairs & Maintenance	23,222	17,280
Salaries-Classified Staff	2,053,080	1,954,671
Salaries-Local Library Staff	781,920	728,714
Security & Janitorial Services	12,924	13,182
Telephone & Telex	48,623	45,521
Travel	84,007	63,668
	$4,424,066	$4,095,712

PUBLIC LIBRARIES BOARD
CAPITAL ACCOUNT
FOR THE YEAR ENDED 31 MARCH 1986

	Expenditure for Period	Budget 1985-86
Administration	$ 21,897	$ 30,000
Avalon Region	16,036	$ 30,000
Bonavista-Burin Region	17,392	$ 18,000
Books-By-Mail	11,870	20,000
Central Region	18,001	18,000
Gander Region	57,910	60,000
Labrador-Northern Region	34,448	40,000
Provincial Reference	9,867	12,000
St. John's City	11,937	12,000
Technical Services	--	--
Western Region	59,166	60,000
Contingencies	--	--
Total:	$258,524	$300,000

STATISTICS 1985-86

NAME	SERVICE POINTS	BOOKSTOCK	CIRCULATION	REGISTERED BORROWERS	HOURS OPEN WKLY	ILL TRANSACTIONS	REFERENCE ENQUIRIES
AVALON REGION	22	128,299 (122,975)	295,784 (314,303)	15,194 (15,689)	393.5 (352)	4,072	11,180
BONAVISTA-BURIN REGION	11	73,463 (65,652)	174,218 (160,107)	7,198 (5,507)	203.5 (189)	1,334	6,708
CENTRAL REGION	19 (20)	132,437 (156,696)	288,203 (305,233)	16,303 (19,390)	334 (381)	3,087	16,692
GANDER REGION	18	128,974 (118,924)	231,768 (245,663)	20,239 (18,555)	338 (335)	3,447	16,900
LABRADOR-NORTHERN REGION	9	86,919 (86,707)	127,757 (129,740)	6,969 (6,087)	167 (167)	986	10,036
PROV. BOOKS-BY-MAIL	1	20,000 (32,000)	54,040 (67,116)	N/A	35 (35)	N/A	N/A
PROV. REFERENCE & RESOURCE LIBRARY	1	77,665 (73,231)	5,731 (8,263)	N/A	61 (61)	10,801	22,134
ST. JOHN'S CITY	4	120,874 (125,010)	405,907 (441,868)	13,772 (13,629)	176 (170)	1,240	10,088
WESTERN REGION	22 (21)	200,585 (166,604)	393,900 (382,092)	21,528 (19,375)	473 (451.5)	5,434	14,872
TOTALS	**107**	**969,216** (953,492)	**1,817,308** (2,054,385)	**101,203** (98,232)	**2,181** (2,144)	**30,401**	**106,476**



Circulation		Bookstocks (vol)	
1981-82	2,127,559	1981-82	766,167
1982-83	2,280,177	1982-83	818,018
1983-84	2,153,145	1983-84	940,406
1984-85	2,054,385	1984-85	953,492
1985-86	1,817,308	1985-86	969,216

Registered Borrowers		Hours Open	
1981-82	127,812	1981-82	116,584
1982-83	136,112	1982-83	119,197
1983-84	129,310	1983-84	114,842
1984-85	98,232	1984-85	111,488
1985-86	101,203	1985-86	113,412